

Economic Services
Benefits Eligibility Processing and Customer Service

Progress Report for the Week of: 07/05/2015 - 07/11/2015

Benefits Service Center

Week of:	# of Calls in (week total)	Calls to Reps (ave. daily)	Call Time	Avg. Wait Time (3)*	Avg. Long. Wait (8)*	Abandoned Calls (5%)*	Median Wait Time	Mode Wait Time
5/10	4,380	477	0:03:31	0:00:23	0:04:17	0.63%	0:00:13	0:00:10
5/17	5,536	537	0:03:50	0:00:46	0:08:22	3.40%	0:00:08	0:00:10
5/24	5,806	650	0:03:42	0:01:15	0:10:37	5.74%	0:00:33	0:00:10
5/31	7,259	583	0:04:01	0:02:05	0:11:05	6.97%	0:01:39	0:00:10
6/7	5,187	502	0:03:41	0:00:26	0:05:07	0.26%	0:00:13	0:00:10
6/14	4,811	517	0:03:41	0:00:43	0:07:51	1.58%	0:00:15	0:00:11
6/28	5,567	763	0:03:40	0:03:00	0:14:14	7.86%	0:02:04	0:00:11
7/5	4,338	498	0:03:52	0:01:08	0:07:47	0:04:22	0:00:31	0:00:10

Mode is the number that is repeated more often than any other number.

Median is the middle value of all the numbers.

ADPC (Application and Processing Document Center)

Week of:	# of documents scanned	# of days in the week the standard was met (2 day standard)*	Longest processing time beyond standard
5/17	14,244	5	0
5/24	7,986	4	1
5/31	11,554	4	0.5
6/7	10,141	5	0
6/14	10,584	5	0
6/28	10,101	4	0
7/5	8,756	3	1.5

*starting the week of 4/20 ADPC stats will include documents scanned for VHC

Number of unique visitors to mybenefits.gov

Jun 07 - Jun 13	Week 2:	NA
Jun 14 - Jun 20	Week 3:	NA
Jun 28 - Jul 04	Week 1	NA
Jul 05 - Jul 11	Week 2:	NA

Number of completed online applications received:

Jun 07 - Jun 13	Week 2:	194
Jun 14 - Jun 20	Week 3:	185
Jun 28 - Jul 04	Week 1	302
Jul 05 - Jul 11	Week 2:	220

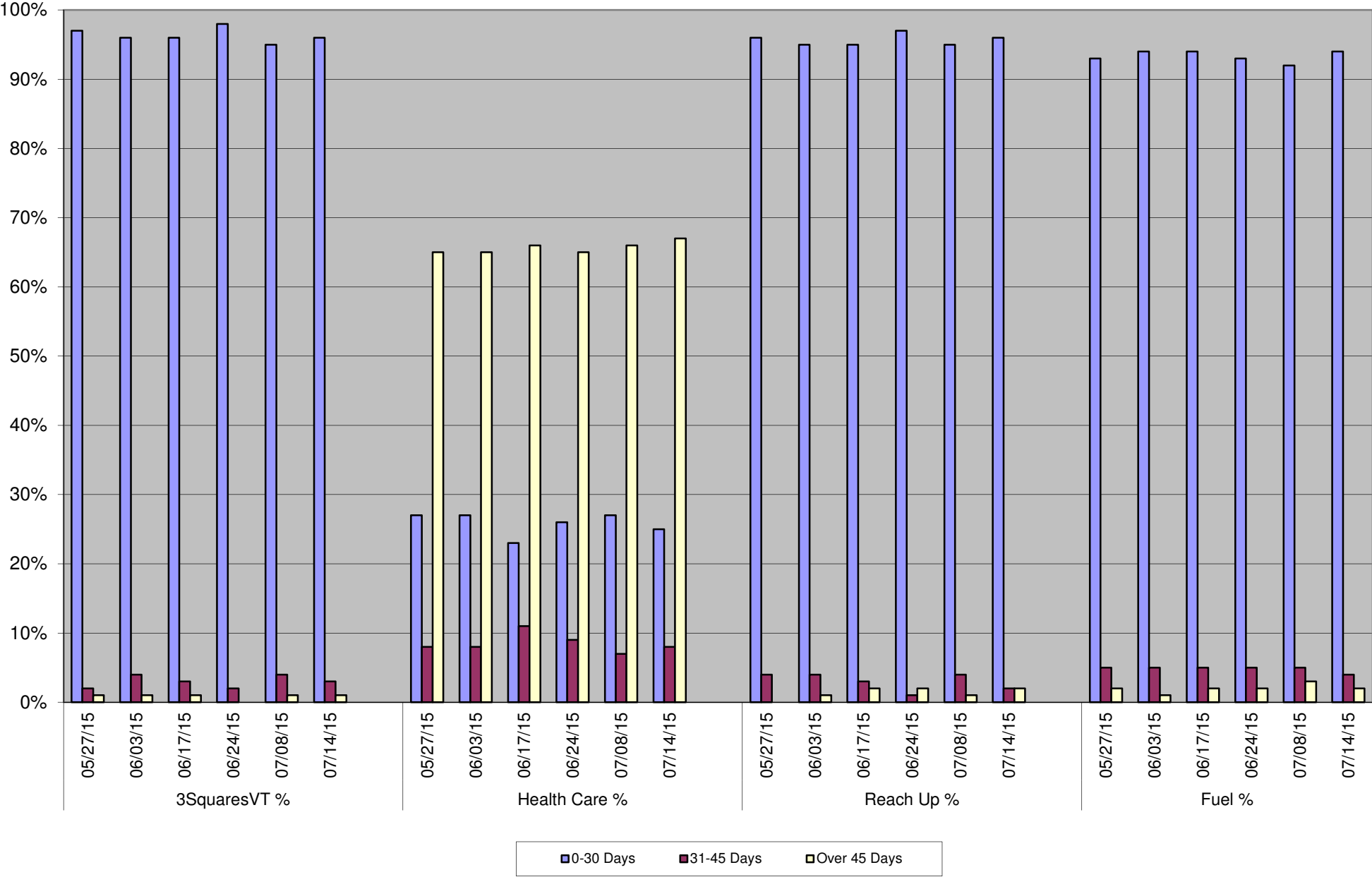
Benefits Processing

		0-30 days	0-30 Days (-39% client delay & LTC/DDS Cases)	31-45 days	Over 45 days	Weekly progress made on applications 31 days and over					
3SquaresVT							3SquaresVT	Health Care	Reach Up	Fuel	Total
	5/20	98%	99%	2%	0%	As of 9/3	152	1826	24	91	2093
	5/27	97%	99%	2%	1%	As of 9/10	150	1770	16	84	2020
	6/3	96%	98%	4%	1%	As of 9/17	98	1685	23	70	1876
	6/17	96%	98%	3%	1%	As of 9/24	146	1719	33	121	2019
	6/24	98%	99%	2%	0%	As of 10/01	185	1731	35	159	2110
	7/8	95%	98%	4%	1%	As of 1/7/2015	286	1575	38	272	2171
	7/15	96%	98%	3%	1%	As of 1/14	215	1647	31	263	2156
Health Care						As of 1/21	134	1660	33	235	2062
	5/20	25%	49%	6%	69%	As of 1/28	127	1650	24	203	2004
	5/27	27%	51%	8%	65%	As of 2/4	154	1678	30	191	2053
	6/3	27%	51%	8%	65%	As of 2/11	177	1653	32	185	2047
	6/17	23%	45%	11%	66%	As of 2/18	215	1652	43	171	2081
	6/24	26%	49%	9%	65%	As of 2/25	161	1670	28	58	1917
	7/8	27%	51%	7%	66%	As of 3/4	154	1669	25	52	1900
	7/15	25%	49%	8%	67%	As of 3/11	67	1571	11	29	1678
Reach Up						As of 3/18	45	1268	7	25	1345
	5/20	98%	99%	2%	0%	As of 3/25	36	1025	2	21	1084
	5/27	96%	99%	4%	0%	As of 4/1	39	1015	4	19	1077
	6/3	95%	98%	4%	1%	As of 4/8	32	1063	3	21	1119
	6/17	95%	98%	3%	2%	As of 4/15	21	1080	2	26	1129
	6/24	97%	99%	1%	2%	As of 4/22	18	1086	3	22	1129
	7/8	95%	98%	4%	1%	As of 4/29	17	1211	4	25	1257
	7/15	96%	98%	2%	2%	As of 5/6	37	1285	4	31	1357
Fuel						As of 5/13	23	1212	2	20	1257
	5/20	95%	98%	4%	1%	As of 5/20	22	1142	5	17	1186
	5/27	93%	97%	5%	2%	As of 5/27	31	1164	10	30	1235
	6/3	94%	97%	5%	1%	As of 6/3	45	1181	16	35	1277
	6/17	94%	97%	4%	1%	As of 6/17	42	1244	12	32	1330
	6/24	93%	97%	5%	2%	As of 6/24	40	1237	10	40	1327
	7/8	92%	97%	5%	3%	As of 7/8	64	1237	15	57	1373
	7/15	94%	97%	4%	2%	As of 7/15	50	1215	12	40	1317

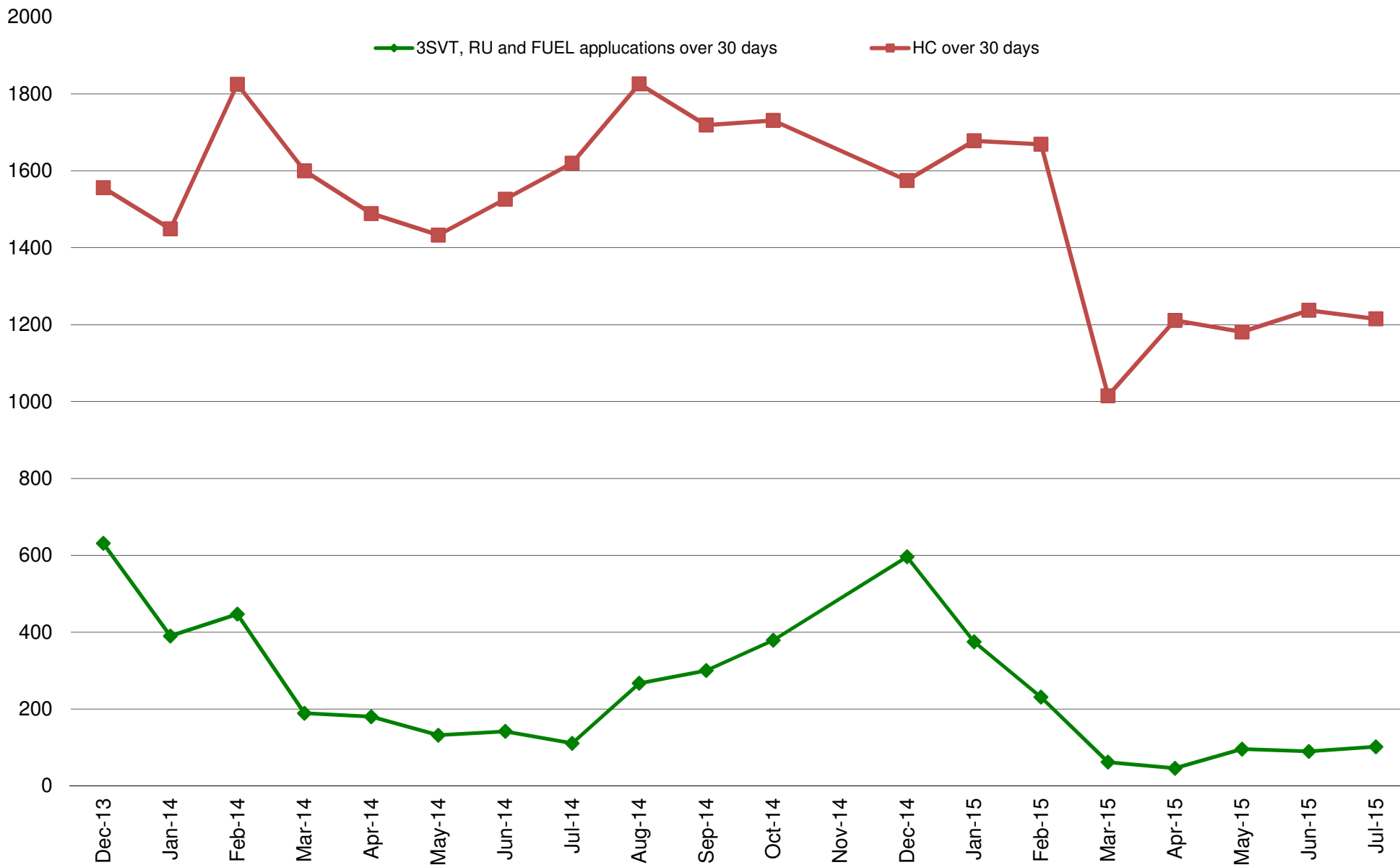
Applications year to date compared to last state fiscal year:

	Jul 01, 2013 - Jul 13, 2014	Jul 01, 2014 - Jul 13, 2015	Compare
3SquaresVT	71,468	64,590	-10%
Health Care	68,164	23,044	-66%
Reach Up	19,108	17,122	-10%
Fuel	43,037	40,039	-7%
Total	201,777	144,795	-28%

Application Processing Time



Applications Over 30 Days



****Applications included 3SqVT, Reach Up and/or Health Care. For example: If a household applies for HC, RU and 3SqVT that is counted 3 times in this graph.**